



Aalto University
School of Chemical
Engineering

Academic advising Training 23.8.2022

*Anna Mäkilä, Henna Niiva, Jukka Välimäki
Tuuli Asunmaa, Paula Koivukangas*



Agenda



1. Basis of guidance and guidance services at Aalto
2. The process of academic advising at CHEM
3. The new supporting system (Student Success Hub)
break
4. Planning your own academic advising

Guidance

Academic advising

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23.8.2022



Aalto-yliopisto
Aalto-universitetet
Aalto University



Short discussion

Share with your neighbor some encountering with a student (1 minute)

- It can be while academic advising or teaching or just random encountering in the lobby...
- What it was about?
- How did it make you feel? Can be positive or negative or neutral feeling.

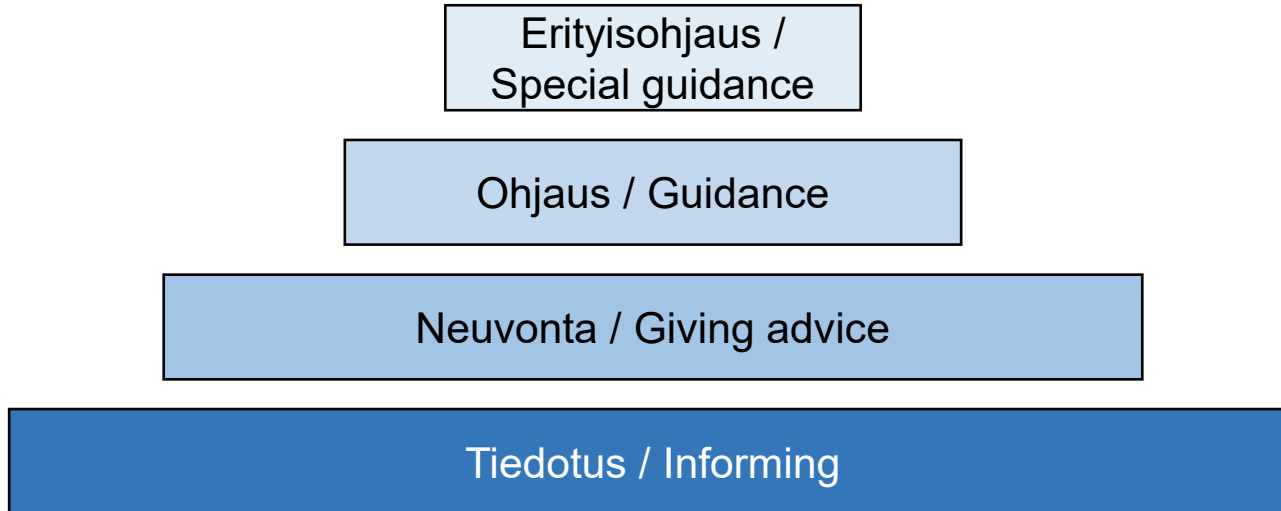
The pair just listens the story

- Concentrate to listen.
- After one minute, repeat the main point(s) or try to summarise f. ex. “I heard you had an inspiring/difficult/... encountering with a student, where... Did I understand correctly?”

What is guidance?

- Guidance is not definitive concept. It means different things in different situations and in different parts of organization.
- To encourage, teach, give advice, inspire, integrate, coach, mentor, challenge, guide, give role model, support, supervising, help...

Väisänen, P. (2002)



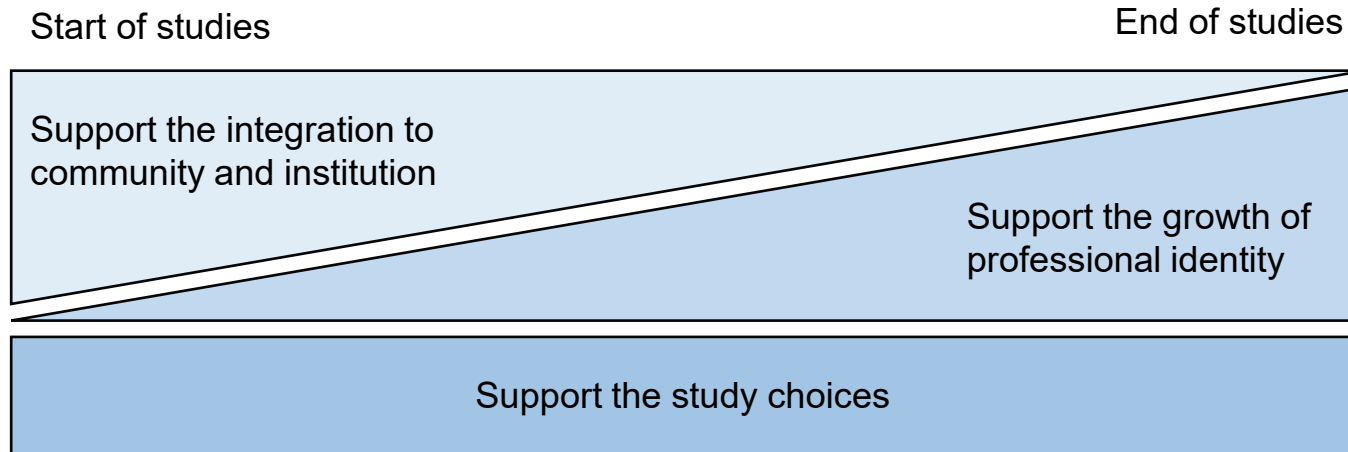
Mikkonen, Eriksson & Jyry (2003)

The goal of guidance?

The purpose is to support the person to be an active agent in their life ie. support their learning process.

Guidance is always institutional and that is why it should be transparent.

Vehviläinen, S. (2014)



*Skaniakos (2011), Korhonen (2007),
Eerola & Vadén (2005)*

Academic advising – one part of the guidance system

Academic advising can consist of f. ex. next issues:

- Academic study skills
- Student's own reflection about studies and work
- Student's goals related to studies and career
- Supporting students to process their study choices
- Working life skills
- Topics related to the field and its research

Student's preassumptions are important to clarify, because they affect the success of the guidance.

It's essential to know your role in the system.

Tuomela, Nurmivuori & Harmoinen (2020)

Academic advising – one part of the guidance system at Aalto

SUPPORT FOR STUDY PLANNING AND MAKING STUDY CHOICES

PSP-questions

- Study advisor
- Coordinator/Planning officer of your programme

Academic advisor

Exchange coordinator

Course teachers

Guidance counsellor

Starting Point and student services

Support for internship

Individual study arrangements

Tutor

SUPPORT FOR CAREER PLANNING

Academic advisor

Career counselling psychologist

Future of Work MOOCs

Support for internship

JobTeaser

Job search tools

Job search advising

Career Design Lab

Online career design tools

Career design workshops & classes

Events

Career coaching

Mentoring programme

Aalto International Talent Programme

Career Design Lab Blog

SUPPORT FOR STUDY WELLBEING

Tutor

Individual study arrangements

Starting Point of Wellbeing

Materials for self-study

Personal Impact courses

The Best Thing Today -podcast

Peer groups

Workshops

Events

FSHS

Unisport

Study psychologist

Career counselling psychologist

Guidance counsellor

Aalto chaplain

AYY's harassment contact person

Health care & emergencies & crisis situations

FSHS

Municipal public health care

112

Nyyti

HelsinkiMissio,
Crisis Services for Youth

Mieli

Guidance at Aalto

0

Inspiring level

- Course teachers
- Academic advisor
- Thesis supervisor
- Mentoring programme
- Alumni
- Peers
- ...

1

Preventive services

- Information about guidance
- Structural meetings with academic advisor and LES
- Independent assignments and online courses at MyCourses
- Guided courses and workshops
- Personal Impact -courses with credits
- Career Design Lab
- The Best Thing Today - podcast
- Individual study arrangements
- Peer tutors

2

Maybe something puzzles? Ask

- the teacher about course matters
- the program's/major's coordinator about planning the studies and processes linked to it
- the academic advisor when in need to discuss and reflect the goals for career, studies...
- the thesis supervisor/advisor about the thesis
- student services about studying in general
- Starting Point of Wellbeing when feeling uncertain about study skills, motivation, health, career choice...

3

Big concerns? Contact

- Starting Point of Wellbeing
- Study psychologists
- Aalto chaplains
- YHTS/FSHS
- Public health services
- AYY's harassment contact person
- Where to find help outside Aalto?

Benefits of academic advising

- Sense of community
- Motivated & committed students, efficient studies
- Encountering the future professionals
- Challenges are discussed and spotted early on
- Interacting and learning together
- Receiving and giving feedback about studies/teaching

*Tuomela, Nurmivuori & Harmoinen (2020),
Lehtelä & Hoppo (2014)*

Guidance is interaction and encountering

- Peaceful mood and space.
- Safe space (give time, attention and respect)
- Concentrate to listen and be interested.
- Don't expect anything beforehand.
- The most important thing is, student feels they are being heard.
("Person first, issue after.")
- Mirroring = I heard you are wondering about... Did I understand correctly?

"It helps when somebody just listens."

"Usually situation becomes clear when you can just talk things aloud to someone."

Support for academic advisor

Peers

CHEM Learning Services, especially Anna Mäkilä

CHEM Study psychologist Henna Niiva

(henna.niiva@aalto.fi, 050 470 4766)

CHEM Pedagogical specialist Jukka Välimäki

(jukka.valimaki@aalto.fi, 050 470 8855)

Wellbeing Desk

- Guidance counsellor
- Pedagogical specialist/Community educator

Career Design Lab (careerdesignlab@aalto.fi)

Academic advising at Aalto -web page

Pedagogical course Academic advisor supporting student (1 ECTS)

Course consists of

- This lecture
- Literature (ca. 20 pages) of your choice
- Essay (3–4 pages) reflecting the literature and own experiences
- Giving and receiving peer feedback

Registration until Sep 11th:

<https://link.webropol-surveys.com/S/8D5570DC105CCF5D>

Deadlines are decided together:

- Essay submitted by
- Peer feedback given by



FYI: Personal Impact

Personal Impact brings together credited courses taught at Aalto, for example on self-management, values, relevance and well-being.

The courses provide an opportunity to reflect on one's own values, beliefs, and goals, either in internal dialogue or in conversations with others.

Students can include the courses in their elective studies.

Course offering for academic year 2022-23

NB! Two courses available also for academic personnel with credits

- Good Life Engine 5 ECTS
- Thinking Tools 3 ECTS

References

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- Vehviläinen, S. 2014. Ohjaustyön opas. Yhteistyössä kohti toimijuutta. Helsinki: Gaudeamus. 239 s.
- Väisänen, P. (2002). Opetusharjoittelun ohjauksen retoriikka ja todellisuus. Teoksessa P. Nuutinen & E. Savolainen (toim.), 50 vuotta opettajankoulutusta Savonlinnassa (ss. 132–146). Joensuun yliopiston Savonlinnan opettajankoulutuslaitos. Saarijärvi: Gummerus Kirjapaino Oy.

"Help – don't disturb."

conductor Jorma Panula



Feedback

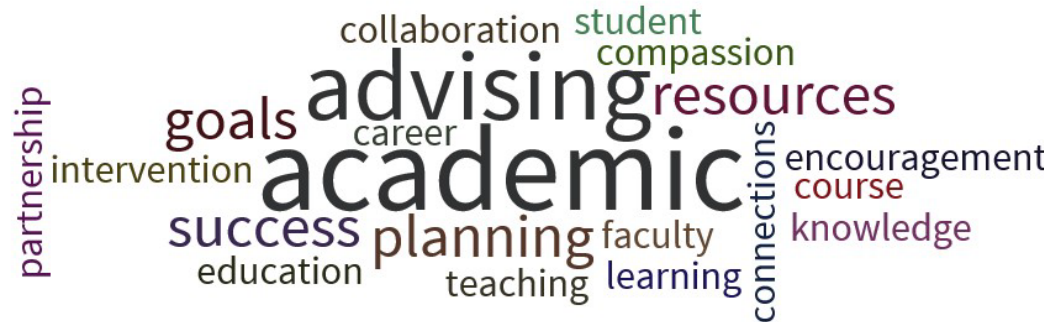
<https://premo.aalto.fi/academicadvisingchem>



Aims of academic advising

- Encourage the students with their studies and career plans
- Increase motivation and study progress
- Improve the student's wellbeing
- Find out problems and challenges – early enough

→ at CHEM we care



Benefits of academic advising (CHEM students)

- *Possibility to get tips and resources and information on various topics*
- *Guidance regarding both studies and life in general.*
- *Mentoring and advice*
- *Connection to the school, building an academic network*
- *Get support, confirmation and help (studies, jobs, future plans...)*
- *Feeling, that someone is interested in you and your situation*
- *Gain perspective and opinion from an experienced person*
- *Casual way to discuss study related issues*

feeling of being heard

uusia näkökulmia

*Has helped me clear up
my mind immensely*

*feeling more confident
about my studies and
future career*

Guidance for the future

*Opiskelijan akateemisen
itseluottamuksen ja
identiteetin vahvistaminen*

*Discussion about the Master's thesis,
overall feelings and concerns, stress
management, discussion/advising
about summer job and career plans.*

What you expect from the academic advising

- Threats?
- Opportunities?
- Benefits?



Benefits of academic advising (CHEM academic advisors)

- *Feeling to be helpful*
- *Possibility to get to know students and understand them better*
- *Relaxed, informal meetings, trust*
- *Receiving more feedback about own courses*
- *Making teaching easier*
- *Broaden own perspectives*
- *Getting motivation and energy from students*

I could be of help.

The meetings allowed me to understand better each student's situation.

I think it (=academic advising) breaks the ice between staff and students.

In personal discussions the students tend to be more open and give more feedback.

Olen saanut näkymää Aaltoon eri suunnasta kuin oma normaali näkymäni.

For me it is very motivating and valuable to get to know the students. I think this makes teaching them also easier.

Getting to know our students is important - somehow it also gives me energy when I meet young people.

Duties of an academic advisor: BSc (FI) first year

1. September: meeting during orientation (short introduction)
2. October/November: first group meeting with the students
3. March/April: second group meeting with the students

Additionally: feedback sessions twice in an academic year

Follow up of study progress included

Be available: *more meetings*, if needed

Reporting

ABC course: MyCourses/Attendance

- Who have you met, who not
- Possible general questions or development ideas
- No specific details about students

Duties of an academic advisor: BSc (FI) 2., 3., 4. ... years + BSc (EN)

1. **BSc (EN) first year only** - September: a group meeting (short introduction)
2. October/November: first personal meeting with the students
3. March/April: second personal meeting with the students

Additionally: group informal meetings, if possible

Follow up of study progress included

Be available: *more meetings*, if needed

Reporting:

academic-advising-chem@aalto.fi

- Who have you met, who not
- Possible general questions or development ideas
- No specific details about students

As help a report from Student Success Hub

Duties of an academic advisor: MSc

1. September: meeting during orientation (short introduction, e. g. regarding study plan)
2. September/October/November → : first personal meeting with the students
3. March/April: second personal meeting with the students

Follow up of study progress included

Additionally:

- Feedback sessions twice in an academic year
- **Group informal meeting**, if possible
- Be available: **more meetings**, if needed

Reporting:

academic-advising-chem@aalto.fi

- Who have you met, who not
- Possible general questions or development ideas
- No specific details about students

As help a report from Student Success Hub

Programme in Chemical, Biochemical and Materials Engineering: academic advising is **compulsory** for first students as a part of the course Academic Learning Community.

What does an Academic Advisor NOT need to do?



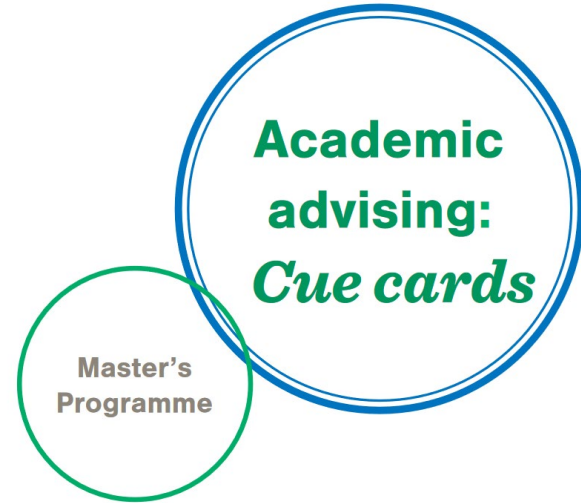
No 1.5 h sessions!

1. Provide answer to all questions → encourage students to be active
2. Approve study plan
3. Arrange a master's thesis position
4. Act as master's thesis advisor
5. Be a psychologist

How far can/should we go to really personal issues?

Materials for Academic Advisors

- *Goals*
- *Guidelines*
- *Tips*
- *Time schedule*
- *Clue cards*
- *Training materials*



In English: <https://www.aalto.fi/en/services/academic-advising-school-of-chemical-engineering>

In Finnish - <https://www.aalto.fi/fi/palvelut/akateeminen-ohjaus-kemian-tekniikan-korkeakoulu>

Budget for academic advising

A group meeting? Coffee or pizza?

- 10 €/student+ advisor/semester
- Billing:
 - the expenses are claimed with Neo system as expense claim, project: 901000/T19901, send (via Neo) forwards. If you need help, please contact Travelservices@aalto.fi.



More information:

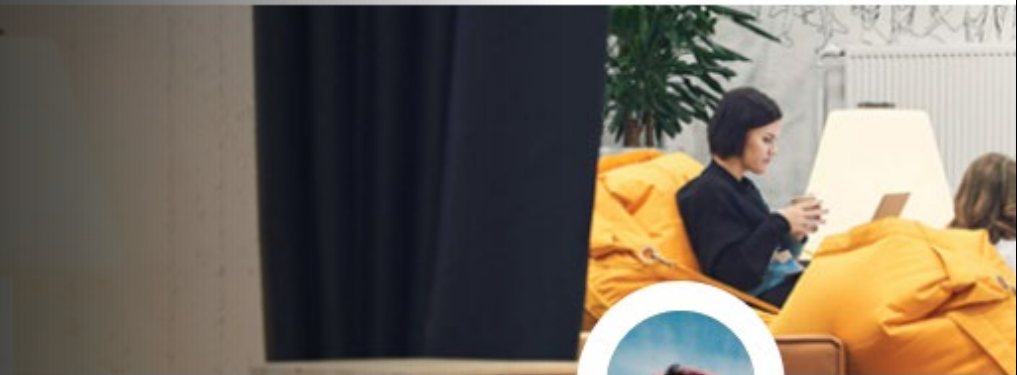
<https://www.aalto.fi/en/services/academic-advising-school-of-chemical-engineering> →

Refreshments and invoicing



Student Success Hub & MyStudies

Training for Academic Advisors
CHEM 23.8.2022



Tuesday, May 4, 2021

Good afternoon Test Student0

My Appointments

My Success Team

My Tasks



Intended learning outcomes

After the training, you know how to

- log in to Salesforce and how to open the Student Success Hub
- set the available time slots into the system
- send a (pre)task to the student
- write meeting notes
- view statistics and reports on your meetings

Background

- Aalto University is introducing a new interface for its digital services – the Service Platform which is built on Salesforce technology.
- New functionalities will be added to the system gradually.
- Student Success Hub = one of the first functionalities to be implemented
- In addition, other Salesforce's tools are already in use, e.g. master's application evaluation tool (Admissions) and course catalogue courses.aalto.fi.



Student Success Hub = Advisors' interface

- A tool for Learning services (LES) staff and academic advisors for scheduling one-on-one appointments with students.
- Core functionalities:
 - Set up appointment slots for your students to book
 - Send (preliminary) tasks to students
 - Advisory notes are all stored in one place
 - View statistics of your past and scheduled appointments

The screenshot shows the Student Success Hub interface for a student named Sophia. The interface is divided into several sections:

- Header:** Includes a search bar and navigation tabs for "Student Success Hub" and "Home".
- Student Profile:** Displays a profile for Sophia Student, a Master's Programme in Landscape Architecture student at the School of ARTS. It shows 0 tasks and 1 appointment, with the last appointment on 12.5.2022.
- Contact Details:** Lists the student's name (Sophia) and email (Sophia@aalto.fi).
- Success Team:** A section titled "Success Team" with a table of individual members.

MEMBER NAME	MEMBER ROLE	TITLE
Ben Advisor	Thesis Advisor	
Anna Advisor	Academic Advising	
John Advisor	Study Guidance	Study coordinator

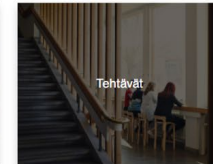
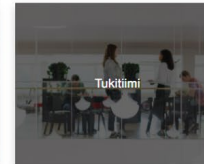
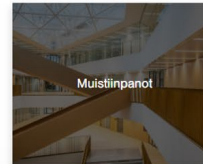
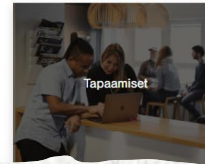
The screenshot shows the 'Student Success Hub' interface. At the top, there's a search bar and navigation tabs for 'Home' and a user ID '00050628'. The main content area is divided into sections: a profile for 'Sophia Student' (School of ARTS, Master's Programme in Landscape Architecture) showing 0 tasks and 1 appointment; a 'Success Team' section with a table of advisors; and 'Contact Details'.

MEMBER NAME	MEMBER ROLE
Ben Advisor	Thesis Advisor
Anna Advisor	Academic Advising
John Advisor	Study Guidance

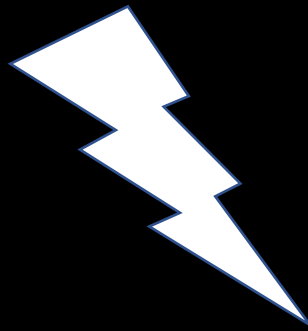


Tervetuloa

Hei Sophia



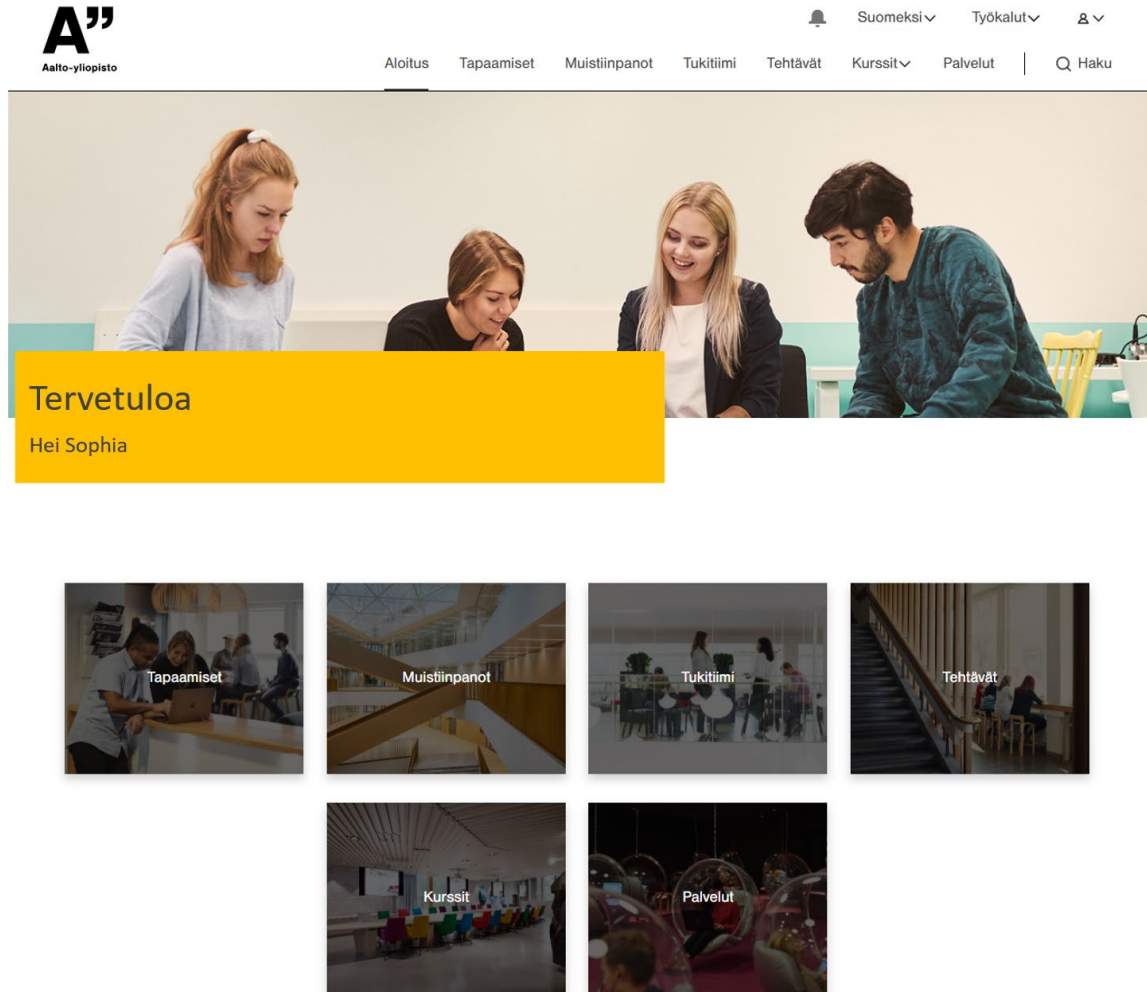
Student Success Hub =
Advisors' interface



MyStudies =
students' interface

MyStudies = Students' interface

- Students' daily portal where they can connect with their Success Team, schedule appointments with advisors, and keep up-to-date with their meeting tasks.
- New functionalities will be added to the system gradually.
- Launch 08/2022:
 - Target group: degree students
 - Appointment scheduling (Student Success Hub)
 - Tools ("Quick links")
 - Services for Students
 - Course catalogue



Log in to Student Success Hubiin

- Recommended browser is Chrome
- Login and verification (MFA)
 - 1) Go to:
<https://aalto.my.salesforce.com>
 - 2) Sign in with your personal Aalto account and password
 - 3) Confirm your identity with multi-factor authentication (MFA) using your phone

How to use multi-factor authentication: <https://www.aalto.fi/en/services/how-to-use-mfa>

If you have problems with login and verification, please contact servicedesk@aalto.fi.

Demo >>

Demo: Student 360 view

Appointments, Success Team, Notes, Tasks etc.

Advisee
snapshot

Contact
details

Student Success Hub Home 00050628

Case Test Student 02 + Follow

Advising Success Team Notes Tasks Success Plans Study Right More

Upcoming Appointments (0) New Appointment

Cancelled Appointments (12) New Appointment

TOPIC	SUBTOPIC	OWNER	STATUS	DATE
Academic Advising		Anna Advisor	Cancelled	28.10.2021 klo 10.30
Academic Advising		Anna Advisor	Cancelled	28.10.2021 klo 11.00
Academic Advising		Anna Advisor	Cancelled	28.10.2021 klo 11.30

[View All](#)

Past Appointments (9) New Appointment

TOPIC	SUBTOPIC	OWNER	STATUS	DATE
Academic Advising		Anna Advisor	Attending	28.10.2021 klo 9.00
Study Guidance		Anna Advisor	Attending	9.11.2021 klo 11.30
Thesis Advising		Anna Advisor	Attending	12.11.2021 klo 15.30

[View All](#)

Instructions
Instructions for Advisors
Instructions for Students

Activity

Filters: Within 2 months • All activities • All types

[Refresh](#) • [Expand All](#) • [View All](#)

Upcoming & Overdue

- ☐ Master's thesis 16.12.2021
Test Student 02 has an upcoming task
- ☐ Testitehtävä 12.11.2021
Jaakko Salonen has an upcoming task with ...

[View More](#)

This list is filtered. To change what's shown, click the settings icon and update the selections.

[Show All Activities](#)

Activity
feed

Demo: Set up time slots

- Tell your students where and when you are available to meet them
- Your students will see your available time slots in MyStudies where they can also book them

APPOINTMENT LOCATIONS
The locations where you're available to meet with advisees.

In Person

NAME	CAMPUS	BUILDING	ROOM
Ekonominaukio 1	Otaniemi	Ekonominaukio 1	HelpDesk Y115
Kandikeskus	Otaniemi	Otakaari 1	Room U216

Phone

NAME	PHONE
Phone meeting	+358401234567

Virtual

NAME	MEETING LINK
Zoom meeting	https://aalto.zoom.us/j/test

New Availability

Basics

Subject **1** Scheduled meetings

*Type Scheduled

Topic **1** 1 Option Selected

Location **1** 1 Option Selected

Academic Advising X Virtual: Zoom meeting X

Date and Time

*Start Date 6.7.2021

*End Date 30.7.2021

*Start Time 13.00

*End Time 15.00

Recurrence

*REPEAT EVERY 1 weeks

*REPEAT ON ma ti ke to pe la su

Cancel Save

Where to get help with Student Success Hub?

- Learning Services of your school will support and help
- Support MyStudies@aalto.fi
- Step-by-step instructions: <https://www.aalto.fi/en/teaching-and-learning/student-success-hub-instructions> (log in to see the website)

Thank you!

